

How To Document Checks Sent To SSACI: Making refunds

There are occasions when you must send SSACI a check to refund grants. But having the check is only half of what we need; the other half is proper documentation of the students whose grants are being refunded. Therefore we must ask you to follow certain procedures when you send us a check.

There are typically three reasons that you might send a check to SSACI to refund one or more awards or to refund overpayments.

1. A check in response to a refund request claim voucher **we sent to you**.
2. A check you initiate to pay us for a refunded award or an overpaid award or many such awards paid through the **RECN** file system **from a prior year**. *Remember that during **the current active year** you must use the **RECN** files to refund paid awards for any term in the year and no check should be sent.*
3. A check you initiate to pay us for a refunded award or an overpaid award or many such awards that was billed and paid through the **FRBI** System (including Hoosier Scholar) **for a prior year** using an FRBI file. *Remember that during **the current active year** you must use the **FRBI** files to refund paid awards for any term in the year and no check should be sent.*

In case (1), we ask that you please return with the check a **copy of the covering letter (or letters if more than one)** we sent to you. The letter contains the Document Number and other pertinent data we need to make sure the money is properly **credited to your account**. Without a copy of the letter, we cannot properly credit your account. **Checks without a copy of the letter will be voided and returned to you.** That will be a hassle for you and your business office. Moreover, failure to pay the refund might mean we stop all grant payments to your institution until the refund is paid; hence sending the letter with the check is important. It is OK to send one check for multiple requests you receive at the same time but copies of each of the requesting letters must be included so we know how to apply the check to the separate refunds requests.

In case (2), we need **information on the student** so we can properly **credit the student's account** with the award change. We must have the student information with the check. **Checks without the proper student information will be voided and returned to you.** That will be a hassle for you and your business office. Moreover, if we can't properly credit the student's account, the student might lose eligibility for an award in following terms. Even if you send one check for all students and all awards across all campuses (which is perfectly OK), we must have the following information on **each and every student**:

1. Campus Title IV number
2. Campus Name (especially important for campuses in different cities with the same Title IV number)
3. Student's SSN
4. Students full name (can be last and first separately in either consistent order: first, last or last, first)

5. The term of the award being refunded as 1, 2, 3, or 4 (as used in the RECN files)
6. Name of the award: HEA, FOC, 21ST, NGSF, or PTG.
7. The amount being refunded for that term, for that award, for that student, at that campus

If you have one or many students, you can send one list with the check for the total amount. The check and list should be sent to the attention of the controller ("Attention: Controller") at SSACI. If it is a big list you can handle it in one of two ways besides putting it on paper and including it with the check:

(a) Email a spreadsheet with all the student data and send the check separately but only after you **include a note with the check** saying you have or will email a spreadsheet to Kathy Moore (kmoore@ssaci.in.gov). Kathy will handle such refunds and credit the student's account. The check, however, should be **sent separately** to the attention of the controller ("Attention: Controller") at SSACI and not to Kathy. **You should zip the data and password protect it using your iXchange password.** That will encrypt the data to make it safe to email. WinZip and its look-a-likes have the password capability, which can be set when you open the program and before adding the files to the zip file. **It is an exceedingly bad idea to email data with student social security numbers in plain text.**

(b) Put the spreadsheet on a diskette and **send it along with the check** to the attention of the controller ("Attention: Controller") at SSACI and not to Kathy. The controller will get the appropriate information to Kathy. It would be a good idea to zip and password protect this file too but it is not imperative to do so.

In case (3), you must submit an FRBI record to correct the student's record no matter the year of the original award. It must refer to that year and be properly formatted. Refer to the *FRBI System* documentation for the proper procedures. In addition, and for prior years only, **you must submit to us the same documentation on each and every student as outlined in Case (2) above.** For the Name of the award you would refer to CVO, MNRT, NURS or HOOS as appropriate. *The difference between Case (2) and Case (3) is that in Case (2) we will update the student record and in Case (3) you must update the student record via the FRBI file.* We must have the student information with the check so we know what it is for. **Checks without the proper student information will be voided and returned to you.** That will be a hassle for you and your business office. Follow the same guidelines on sending student data as in Case (2).